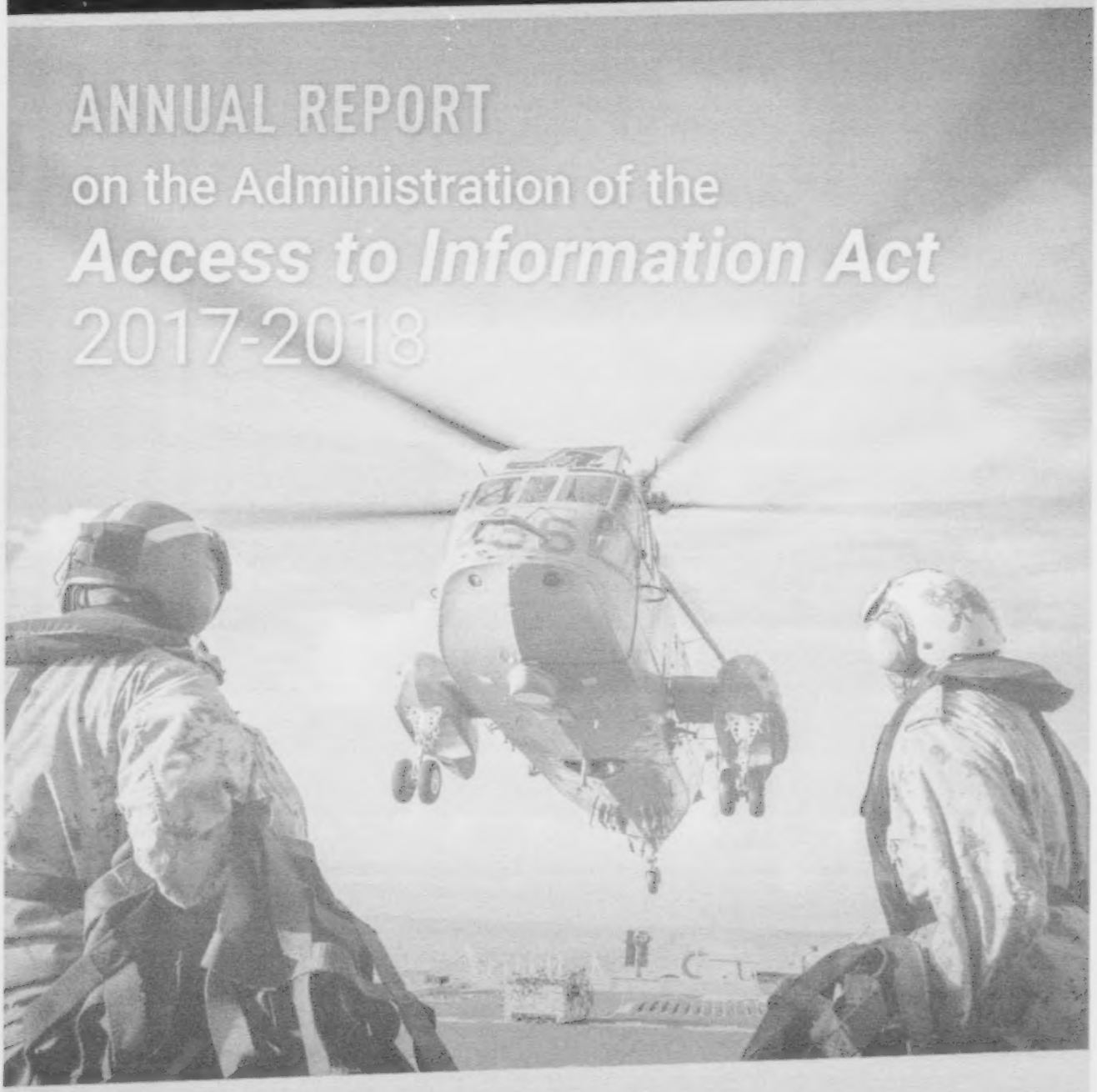
Veterans Affairs Canada | Anciens Combattants Canada

ANNUAL REPORT

on the Administration of the *Access to Information Act* 2017-2018



The Honourable Seamus O'Regan
Minister of Veterans Affairs and
Associate Minister of National Defence

Table of Contents

Table of Contents 1

1. Introduction 3

2. Mandate of Veterans Affairs Canada 3

3. Mandate of the Office of the Veterans Ombudsman 4

4. Organization 4

I Veterans Affairs Canada's Access to Information and Privacy Office 4

II Office of the Veterans Ombudsman Access to Information and Privacy Unit 5

5. Delegation Order 6

6. Highlights of the Statistical Report, 2017-18 6

I Requests under the *Access to Information Act* 7

II Source of Requests Received 8

III Disposition of Requests Completed 9

IV Completion Time 10

V Exemptions Cited 12

VI Exclusions Cited 13

VII Translation 14

VIII Extensions 14

IX Fees 15

X Consultations 15

XI Costs 15

7. Publication of Summaries of Completed Requests 16

8. Training and Awareness 17

9. Policies, Guidelines, Procedures and Initiatives 18

10. Summary of Key Issues and Actions Taken on Complaints or Audits 19

11. Monitoring Compliance 20

I Veterans Affairs Canada 20

II Office of the Veterans Ombudsman 20

Annex 1: VAC and OVO Delegation Order – *Access to Information Act* and Access to Information Regulations 21

Annex 2: Statistical Report on the *Access to Information Act* (VAC and OVO) 26

Annex 3: Statistical Report on the *Access to Information Act* (VAC) 35

Annex 4: Statistical Report on the *Access to Information Act* (OVO) 44

Annex 5: Five-Year Statistical Analysis (VAC and OVO) 52
Annex 6: Definitions of Dispositions 53

1. Introduction

Accessing information is an essential element of our system of democracy, and a means for the Government of Canada to be open and transparent. The *Access to Information Act* is an important tool for Canadians to obtain information held by the Government of Canada. Essentially, the *Act* provides the right of access to records under the control of a government institution, subject to some exceptions. The *Act* complements other methods for obtaining government information, and does not limit in any way the access to government information that is normally available to the public upon request.

Veterans Affairs Canada (VAC) is committed to being open and transparent and making information accessible to Canadians through compliance with, and promotion of the *Access to Information Act*. VAC is building on this obligation by proactively releasing information and data through Open Government to foster transparency, accountability and citizen engagement all while taking into consideration privacy, confidentiality, and security. This annual report on the administration of the *Access to Information Act* describes how VAC and the Office of the Veterans Ombudsman (OVO) fulfilled their responsibilities under the *Access to Information Act* during the fiscal year April 1, 2017 to March 31, 2018. This report is prepared and tabled in Parliament in accordance with section 72 of the *Access to Information Act*.

2. Mandate of Veterans Affairs Canada

VAC's mandate is set out in the *Department of Veterans Affairs Act*. It charges the Minister of Veterans Affairs with responsibility for *"...the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or Merchant Navy or in the naval, army, air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . . and the care of the dependents or survivors of any person referred to..."*. VAC is also responsible for keeping alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

VAC recognizes that a successful transition from service to civilian life is best achieved when the overall well-being of Veterans is positive and reflects a balance of financial, mental, physical and social factors. VAC strives to be proactive, timely and compassionate in their response to Veterans and their families, and provide benefits and services designed to meet their unique needs.

VAC fulfills its mandate by supporting the care and well-being of Veterans and their dependents or survivors through a range of benefits, services, research, partnerships and advocacy, and by paying tribute to the sacrifices and achievements of those who served in Canada's military efforts.

3. Mandate of the Office of the Veterans Ombudsman

The OVO helps ensure that the sacrifices of Canada's Veterans and their families are recognized through the provision of services, benefits, and support in a fair, accessible, and timely manner. As an impartial and independent officer, the Veterans Ombudsman reports directly to the Minister of Veterans Affairs and works to ensure that Veterans, men and women of the Canadian Armed Forces (CAF), members and former members of the Royal Canadian Mounted Police (RCMP), as well as their families and other individuals that are clients of VAC are treated fairly and in accordance with the *Veterans Bill of Rights*.

The mandate of the Ombudsman, found in the *Order-in-Council P.C. 2007-530*, is to:

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives arising from the application of the provisions of the *Veterans Bill of Rights;*
- Identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on Veterans and other individuals served (by VAC);
- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the Veterans Review and Appeal Board;
- Review systemic issues related to the Veterans Review and Appeal Board; and,
- Facilitate access by stakeholders to programs and services by providing them with information and referrals.

4. Organization

I Veterans Affairs Canada's Access to Information and Privacy Office

The VAC Access to Information and Privacy (ATIP) Coordinator acts on behalf of the Minister and Deputy Minister of Veterans Affairs to ensure that the Department fulfills its responsibilities under the *Access to Information Act* and the *Privacy Act*. The ATIP Coordinator reports to the Director General of Information Technology, Information Management, Administration and Privacy, which is part of the Chief Financial Officer and Corporate Services Branch.

The main activities of VAC's ATIP Office include:

- Processing requests for information submitted under the *Access to Information Act* and the *Privacy Act*, including consulting with other federal departments and third parties with respect to requests received;

- Developing policies, procedures and guidelines in support of Access to Information and Privacy legislation, and central agency requirements;
- Monitoring legislative and regulatory changes that impact ATIP;
- Identifying trends in Access to Information requests and analyze opportunities to proactively release VAC information through Open Government;
- Providing awareness and training on access to information and privacy to ensure employees understand their roles and responsibilities;
- Monitoring compliance with both acts, regulations and central agency requirements;
- Preparing annual reports to Parliament on the administration of the *Acts*;
- Leading the development of Privacy Impact Assessments (PIAs);
- Acting as the point of contact to resolve complaints against VAC which have been submitted to the Information Commissioner of Canada and to the Privacy Commissioner of Canada;
- Providing centralized management of privacy breaches;
- Providing VAC staff with advice and guidance on ATIP issues;
- Analyzing and responding to privacy and access to information policy issues;
- Reviewing new and amended forms and processes that impact the collection of personal information;
- Developing appropriate Privacy Notice Statements; and,
- Evaluating contracts and Memoranda of Understanding.

Processing of access to information and privacy requests is centralized within the ATIP Office in Charlottetown, Prince Edward Island. The ATIP Office is comprised of two teams: Operations, and Policy and Governance. In 2017-2018, the VAC ATIP Office employed a total of 28.43 full-time equivalents (FTEs).

II Office of the Veterans Ombudsman Access to Information and Privacy Unit

The Veterans Ombudsman, Deputy Ombudsman and Executive Director (formerly Director General of Operations in Delegation Order in Annex 1), Legal Advisor and Director, Corporate Services and Charlottetown Operations have full authority for the OVO to exercise the powers, duties, and functions of the Minister as the Head of Veterans Affairs under the provisions of the *Acts* and related regulations (see Annex 1). Although four positions have been delegated full authority, the Director, Corporate Services and Charlottetown Operations, is responsible for management of the Access to Information and Privacy function within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both *Acts* are met. Processing of requests is centralized within the unit. The unit consists of the Director, Corporate Services and Charlottetown Operations, the Information Management Coordinator, and the Internal Services Project Officer. These two full-time staff members, and one part-time staff member were

assigned to the administration of both *Acts* on a part-time (as required) basis during the 2017–2018 reporting period, which represented 0.31 of an FTE.

The main activities of the OVO ATIP unit include:

- Processing OVO requests for information submitted under the *Access to Information Act* and the *Privacy Act,* including consulting with other federal departments and third parties with respect to ATIP requests received;
- Developing OVO policies, procedures, guidelines, and processes in support of Access to Information and Privacy legislation and central agency requirements;
- Monitoring legislative and regulatory changes that impact ATIP;
- Providing awareness and training on access to information and privacy to ensure OVO employees understand their roles and responsibilities;
- Monitoring OVO compliance with both acts, regulations and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in annual reports to Parliament on the administration of the *Acts*;
- Leading the development of Privacy Impact Assessments (PIAs) for the OVO;
- Working closely with VAC for the resolution of any complaints against OVO which have been submitted to the Information Commissioner of Canada and the Privacy Commissioner of Canada;
- Providing centralized management of privacy breaches within the OVO;
- Providing advice and guidance to OVO staff on ATIP issues;
- Analyzing and responding to OVO privacy and access to information policy issues;
- Reviewing forms and processes that impact the collection of personal information;
- Developing appropriate Privacy Notice Statements for the OVO; and,
- Evaluating OVO contracts and Memoranda of Understanding.

5. Delegation Order

The responsibilities associated with the administration of the *Access to Information Act* are delegated to departmental and OVO officials through a delegation order (attached as Annex 1).

6. Highlights of the Statistical Report, 2017-18

The following summary provides an overview of key statistics on the administration of the *Access to Information Act* at VAC and the OVO between April 1, 2017, and March 31, 2018. A more detailed breakdown can be found in Annex 2 (VAC and OVO Statistical Report). For separate interpretations, see Annex 3 (VAC Statistical Report) and Annex 4 (OVO Statistical Report).

1 Requests under the *Access to Information Act*

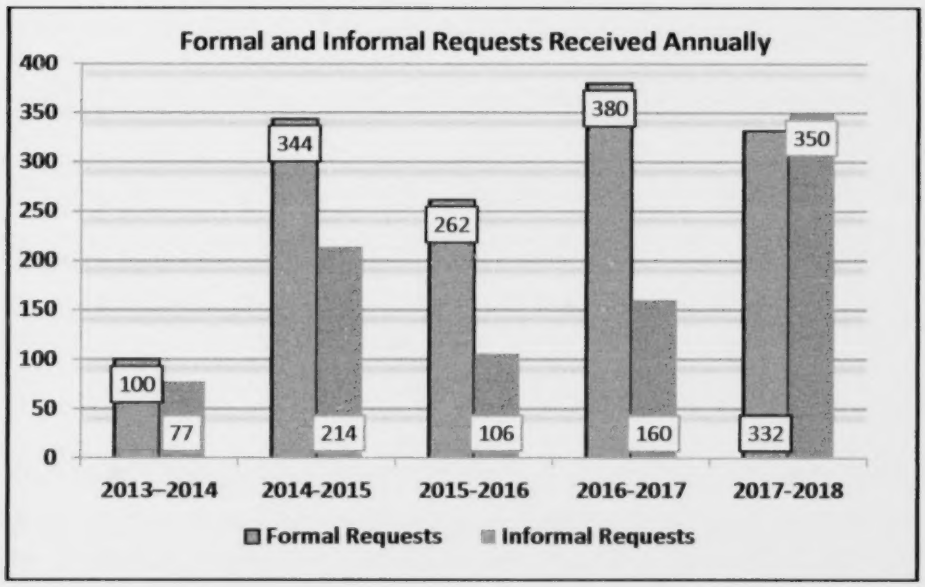
A formal request is a written request made under the *Access to Information Act* to the government institution that controls the record. There is a $5.00 application fee, and the Department has 30 calendar days to respond. If extensions are required, applicants are notified in writing.

Between April 1, 2017, and March 31, 2018, the Department received 332 formal requests (331 by VAC and one by the OVO) for information under the *Access to Information Act*. This represents a 13% decrease in requests received (332 in 2017-2018 compared to 380 in the 2016-2017 fiscal year). The decline in the number of requests can be attributed to the increasing amount of information being proactive published on the Open Government portal, including the titles of briefing notes prepared for the Deputy Minister and the Minister of Veterans Affairs.

While the number of requests decreased slightly, the number of pages processed and pages disclosed by VAC increased by 16% and 15% respectively, over the previous fiscal year. Further, the number of requests completed on-time improved by 21%. The increases in the number of pages processed and disclosed can be attributed to an ever increasing demand for briefing materials, large and complex and high volume requests, and interest in initiatives occurring within the Department to support Veterans and their families.

On April 1, 2017, VAC carried forward 54 open formal requests from the previous fiscal year (54 for VAC and none by the OVO). Combined with the 332 new formal requests received (331 for VAC and one for the OVO), a total of 386 requests required action by the Department (385 by VAC and one by the OVO) during the 2017–2018 fiscal year. Of the 386 requests requiring action, 363 requests (362 for VAC and one for the OVO) were completed in 2017-18, compared with 375 requests (374 for VAC and one for the OVO) completed in the 2016–2017 reporting period.

At the end of the 2017–2018 fiscal year, VAC carried forward 23 outstanding formal requests and the OVO carried forward none into the 2018–2019 fiscal year.



The VAC ATIP Office not only manages formal requests submitted under the *Access to Information Act*, but also informal requests. An informal request is for information that is not made or processed under the *Act*. Fees are not charged, there are no deadlines for responding, and the requestor has no statutory right of complaint. VAC's ATIP Office completed 350 informal ATI requests in the 2017–2018 fiscal year. These requests resulted in 124,810 pages processed and 119,581 pages disclosed. This represents a 119% increase in the number of informal requests completed and a 235% increase in pages processed and a 224% increase pages disclosed from 2016-2017. In 2016-2017, the VAC ATIP Office completed 160 informal ATI requests, which resulted in 37,250 pages processed and 36,936 pages disclosed.

No informal requests were processed by the OVO during the 2017–2018 reporting period.

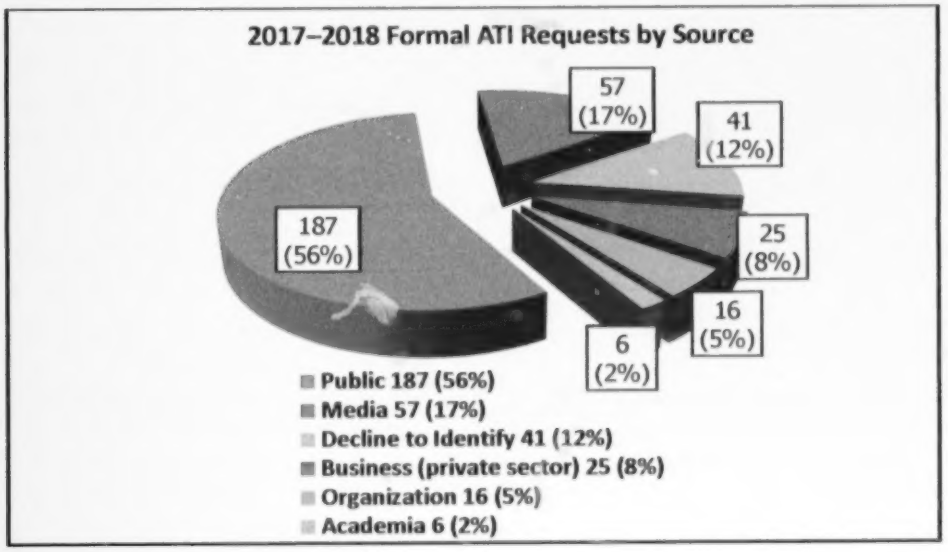
The following table shows the total number of requests and volume of pages processed and disclosed, for formal and informal requests in 2017-2018:

	Total Requests Completed	Total Pages Processed	Total Pages Disclosed
Formal Access	363	119,792	108,680
Informal Access	350	124,810	119,581
Total	**713**	**244,602**	**228,261**

II Source of Requests Received

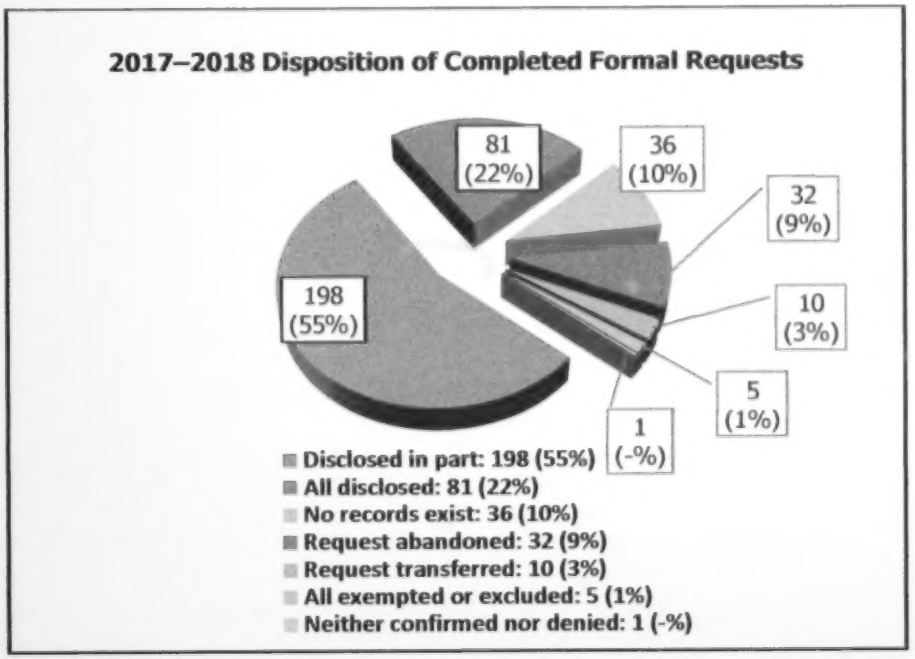
The majority of formal requests in 2017-2018 were submitted by the public (56%) with the media requesting 17%. In comparison, 47% of requests came from the public and 26% from the media in 2016-2017. Included in the chart below are 331 requests received by VAC and 1

request received by the OVO during the 2017–2018 reporting period, shown by source of request.

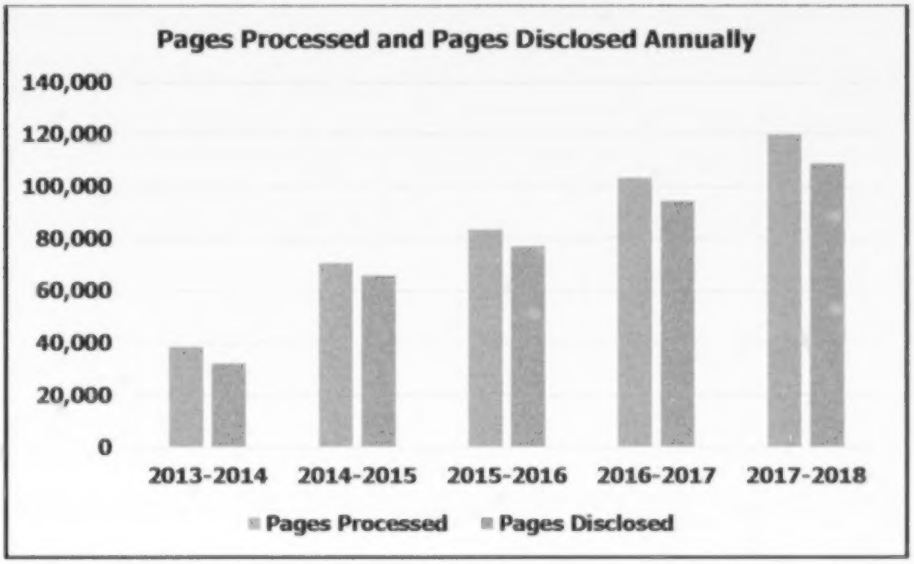


III Disposition of Requests Completed

Twenty-two percent of the 363 formal requests completed in 2017-2018 were disclosed in full to the requester while the majority (55%) were disclosed in part. The following table provides further details on the disposition of 363 requests completed in 2017–2018:



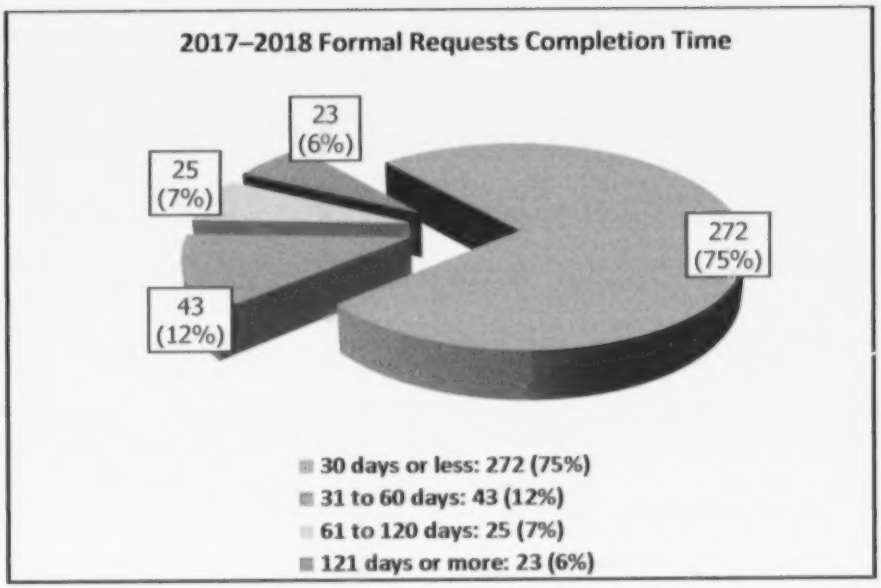
The Department processed 119,792 pages and disclosed 108,680 in 2017–2018 (including 31 pages processed and disclosed by the OVO). In comparison, the Department processed 103,273 pages and disclosed 94,375 pages in 2016–2017 (one page processed and disclosed by OVO). This represents a 15% increase in pages released by the Department for formal ATI requests compared with the previous year. The increase is linked to the ever increasing demand for briefing materials, large and complex and high volume requests, and interest in initiatives occurring within the Department to support Veterans and their families. It is important to note that this increase in pages processed and disclosed for formal requests is additional to the 235% increase in pages processed and a 224% increase pages disclosed for informal requests.



IV Completion Time

Of the 363 formal requests completed in 2017-2018, 83% or 301 (300 for VAC and one for the OVO) were completed on-time. Requests completed on-time means they were completed within 30-days or within the legislated extension time. This is an improvement from 2016-2017 when 62% of formal requests were completed on-time.

As illustrated in the chart on the following page, 75% or 272 of the 363 formal requests (271 for VAC and one for the OVO) were completed in 30 days or less. This is a 15% improvement in completion time for VAC over the previous fiscal year when 60% requests were completed in 30 days or less. This increase reflects improved performance in both the program areas when retrieving documents, and in the ATIP Office when processing of the requests.


2017–2018 Formal Requests Completion Time
23 (6%)
25 (7%)
272 (75%)
43 (12%)
30 days or less: 272 (75%)
31 to 60 days: 43 (12%)
61 to 120 days: 25 (7%)
121 days or more: 23 (6%)

Ensuring that Canadians receive timely access to information is key. The VAC ATIP Office continues to strive to improve completion times of access to information requests through various measures, including:

- Weekly and monthly statistical performance reports to monitor overall departmental performance provided to ATIP Liaison Officers, along with Directorate, Divisional and senior management;
- Weekly operational meetings with staff to review work plans, establish priorities and reallocate resources as necessary;
- New and enhanced processes and tools to balance improved completion times with quality;
- Enhanced case management using ATIP case management software, including weekly review and monitoring of the status of requests and consultation processes on access requests by the VAC ATIP Office Team Leaders, Managers and Director;
- Working closely with program areas throughout the Department, and holding a number of awareness and training sessions to support program areas in completing timely and quality retrievals.
- Acting on the recommendations of the *Audit of Access to Information and Privacy Requests Processing - Departmental Audit and Evaluation Reports - Veterans Affairs Canada* (March 2018).

Work will continue on streamlining processes to improve the completion rate for access to information requests in 2018-2019.

V Exemptions Cited

Canadians have a right of access to publicly held information. The *Access to Information Act* identifies, however, specific exemptions for which the need to withhold certain information is recognized. An exemption is a provision under the *Act* that authorizes the head of the government institution to refuse to disclose records in response to an access request (formal and informal).

During 2017-2018, VAC invoked 397 exemptions under sections 16, 17, 19, 20, 21, 22, 23, 24 and 26 of the *Access to Information Act*. This represents a 13% increase in exemptions applied in 2016-2017, and can be attributed to the ongoing complexity of requests.

VAC most frequently invoked subsection 19(1), which is used for personal information, such as sensitive medical information. Some requesters seek their personal information under the *Access to Information Act* instead of the *Privacy Act*. This contributes significantly to the Department's use of section 19.

In 2017-2018, the number of exemptions under subsection 21(1) remained high. This provision allows for information to be withheld if it relates to the operations of government, and the disclosure would have a detrimental impact on the frankness and candidness of advice or recommendations given. During 2017-2018, there were a number of new initiatives occurring throughout the Department, which required information to be withheld while candid and frank decision-making was underway.

No exemptions were cited by the OVO during the 2017-2018 reporting period.

The following table identifies the number of requests to which specific types of exemptions were applied by VAC[1]:

Exemptions cited	2015-2016	2016-2017	2017-2018
Paragraph 13(1)*(a)* (Information obtained in confidence)	1	0	0
Paragraph 13(1)*(c)* (Information obtained in confidence)	1	0	0
Section 14 (Federal-provincial consultations or deliberations)	1	0	0
Paragraph 14(*a*) (Federal-provincial consultations or deliberations)	1	0	0
Paragraph 15(1) (Security)	1	0	0
Paragraph 15(1) (Security) – International Affairs	1	0	0
Paragraph 16(1) *(a) (i)* (Records Relating to investigations, examinations and audits)	2	1	0

[1] For statistical purposes, an exemption is counted only once when it is applied to a file multiple times.

Exemptions cited	2015-2016	2016-2017	2017-2018
Paragraph 16(1) *(b)* (Records Relating to investigations, examinations and audits)	1	0	0
Paragraph 16(1) *(c)* (Records Relating to investigations, examinations and audits)	1	0	0
Paragraph 16(2) (Security)	17	1	4
Paragraph 16(2)*(a)* (Security)	0	0	3
Subsection 16(2)(*c*) (Security)	17	32	31
Section 17 (Safety of Individuals)	1	0	3
Paragraph 18(*a*) (Economic interests of Canada)	0	0	0
Paragraph 18(*b*) (Economic interests of Canada)	0	1	0
Paragraph 18(*c*) (Economic interests of Canada)	0	0	0
Paragraph 18.1 (1) (a) (Economic interests of Canada)	1	0	0
Subsection 19(1) (Personal information)	139	167	181
Paragraph 20(1)(*a*) (Trade secrets – third party)	1	1	5
Paragraph 20(1)(*b*) (Confidential information – third party)	6	20	27
Paragraph 20(1)(*c*) (Competitive process – third party)	7	24	25
Paragraph 20(1)(*d*) (Negotiations – third party)	1	2	4
Section 20.1 (Public Sector Pension Investment Board)	0	0	0
Paragraph 21(1)(*a*) (Operations of government – advice)	29	52	51
Paragraph 21(1)(*b*) (Operations of government – consultations or deliberations)	10	8	22
Paragraph 21(1)(*c*) (Operations of government – negotiations)	1	2	2
Paragraph 21(1)(*d*) (Operations of government – management)	2	3	5
Paragraph 22 (Operations of government – testing procedures and audits)	1	2	7
Section 23 (Solicitor-client privilege)	21	22	14
Section 24 (1) (Statutory prohibitions against disclosures)	2	12	11
Section 26 (Refusal of access where information to be published)	3	3	2
Total exemptions cited	**269**	**353**	**397**

VI Exclusions Cited

An exclusion is information to which the *Act* does not apply as described in sections 68 and 69 of the *Access to Information Act*. Examples include published material, material available for purchase by the public, material at Library and Archives of Canada or confidences of the Queen's Privy Council of Canada. During the reporting period, Sections 68 and 69 were applied by VAC 40 times, the majority of which was due to information being subject to Cabinet Confidence. This is a decrease from 2016-2017 when sections 68 and 69 were applied 58 times.

No exclusions were cited by the OVO during the 2017-2018 reporting period.

The following table identifies the number of requests to which specific types of exclusions were applied by VAC[2]:

Exclusions cited	2015-2016	2016-2017	2017-2018
68(*a*) – Published material or material available for purchase by the public	1	0	0
69(1) – Confidences of the Queen's Privy Council	0	0	0
69(1)(*a*) – Proposals to Council	1	3	2
69(1)(*b*) – Policy options to Council	0	0	0
69(1)(*c*) – Agenda of Council	1	3	1
69(1)(*d*) – Records used in government decisions or formulation of policy	4	3	1
69(1)(*e*) – Briefings of Ministers	3	10	2
69(1)(*f*) – Draft Legislation	1	1	0
69(1)(*g*) re (*a*) – Cabinet confidences	16	19	21
69(1)(*g*) re (*b*) – Cabinet confidences	0	0	0
69(1)(*g*) re (*c*) – Cabinet confidences	2	7	1
69 (1)(*g*) re (*d*) – Cabinet confidences	6	1	1
69 (1)(*g*) re (*e*) – Cabinet confidences	2	3	9
69 (1)(*g*) re (f) – Cabinet confidences	2	8	2
Total exclusions cited	**39**	**58**	**40**

VII Translation

Similar to 2016-2017, neither VAC nor OVO received any requests requiring translation during the 2017-2018 reporting period.

VIII Extensions

Section 9 of the *Access to Information Act* provides for the extension of the statutory time limits if: (1) consultations are necessary; or (2) the request is for a large number of records and meeting the original time limit would unreasonably interfere with the Department's operations.

During the reporting period, a total of 44 requests were extended by VAC. Of these, 18 were extended for 30 days or less, and 26 requests required an extension of 31 days or more. This is a reduction in extensions from 2016-2017, where 62 requests were extended by VAC, of which 35 were extended for 30 days or less, and 27 required 31 days or more.

The OVO did not request any extensions during the 2017–2018 reporting period.

[2] For statistical purposes, an exclusion is counted only once when it is applied to a file multiple times.

IX Fees

In accordance with section 11 of the *Access to Information Act,* the Department collected $1,595 ($1,590 for VAC and $5 for OVO) in application fees required under the *Act* during the reporting period. During the same period, the Department waived fees totaling $50 ($50 for VAC and none for the OVO). An example of when fees are waived would be when a request is complex and covers three different topics. In order to respond in a timely manner, the request is split into three different requests but the requester is only charged for one request; the fees for the other two requests are waived.

X Consultations

During the 2017–2018 fiscal year, VAC sent 47 requests for consultation to other government departments or third party organizations. In addition, VAC sent 11 requests to the Department of Justice Legal Services Unit for consultation on Cabinet confidences. VAC also received 31 requests for consultations from other government institutions. Three requests for consultations were carried forward from 2016-2017, for a total of 34 requests requiring action. All 34 consultations were completed in 2017-2018, and none were carried over to the 2018-2019 fiscal year. In comparison, VAC received 40 consultations in 2016-2017 and completed 37.

In the 2017-2018 fiscal year, OVO received two requests for consultation. No requests for consultation were carried over from 2016-2017 and no requests for consultation were carried forward to 2018-2019.

XI Costs

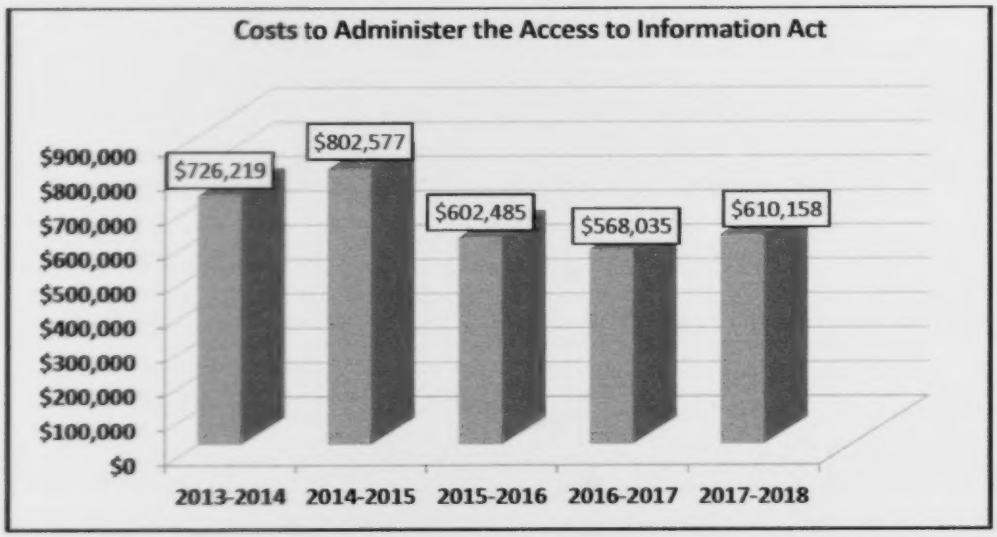
Given the relatively small size of the VAC ATIP Office, a number of FTEs are involved in both the administration of the *Access to Information Act* and the *Privacy Act*. Total FTEs in 2017-2018 were 28.43 FTEs compared to 28.40 FTEs in 2016-2017. While total FTEs remained relatively stable, there was an increase in salary costs due to contract settlements. Of the 28.43 FTEs, 8.15 FTEs were dedicated primarily to the administration of the *Access to Information Act* in 2017-2018.

The OVO ATIP Office had decreased costs during the 2017-2018 fiscal year over the previous fiscal year due to decreased expenditures for salaries and professional services.

The VAC and OVO ATIP offices spent a combined total of $610,158 to administer the *Access to Information Act* during the reporting period. The breakdown is as follows:

(1) Staff salaries[3] $579,610 (VAC $578,461 and OVO $1,149), and,
(2) Other administrative costs (representing operations and maintenance expenditures) $30,548 (VAC $30,533 and OVO $15).

[3] No overtime was reported in 2017-2018 for either VAC or the OVO.



Please note that the costs identified in the above table pertain only to costs directly related to the ATIP Offices.[4] They do not include time spent compiling and reviewing records for access requests in the various program areas within the Department.

7. Publication of Summaries of Completed Requests

VAC posts summaries of completed Access to Information requests online, in accordance with Annex E of the Treasury Board Secretariat *Directive on the Administration of the Access to Information Act: Criteria for Posting Summaries of Completed Access to Information Requests*.

The Open Government portal (open.canada.ca) is a central repository for all federal institutions to publish their data and information for the public. Summaries of completed VAC access to information requests since September 2011 are posted monthly on the Open Government portal at: http://open.canada.ca/en/search/ati.

Since May 2012, the OVO has also been posting the list of summaries of completed OVO Access to Information requests on its website:
http://www.ombudsman-veterans.gc.ca/eng/transparency/atip/reports

In 2018-2019, the OVO will be transitioning summaries of completed Access to Information requests to the Open Government portal (open.canada.ca).

[4] Total operating cost for 2015-2016 has been adjusted to reflect amount reported in 2015-2016 Statistical Report.

8. Training and Awareness

Increased emphasis was placed on ATIP awareness training for departmental staff during 2017-2018. Thirty-one sessions providing customized ATIP awareness training were offered to approximately 600 VAC employees and contracted staff. Other course offerings included Integrated Security/ATIP Training, National Orientation and Training Program, Privacy Impact Assessment Training, and Effective Information Management. In total, ATIP training was delivered to 1,977 participants in 219 training sessions.

The following describes the training activities related to access to information with respective participants and sessions for each:

Integrated Security / ATIP Training
951 Participants in 145 Sessions

VAC's mandatory Security Orientation Training, offered to all employees upon entering the organization and then at periodic intervals, highlights:

- Overview of ATIP legislation and fundamentals;
- Need-to-Know principle;
- Rules regarding accessing information; and,
- Duty to Assist.

ATIP Awareness Sessions
590 Participants in 31 Sessions

ATIP Awareness sessions focus on ATIP principles and best practices. The sessions are customized in order to provide a general overview of the *Access to Information Act* and the *Privacy Act;* the Duty to Assist; exemptions and exclusions; and, the roles and responsibilities related to privacy management. In addition, sessions are customized to focus on certain ATIP areas depending on the audience.

National Orientation and Training Program
30 Participants in 2 Sessions
As new front line employees, including Case Managers and Client Service Agents, are hired at VAC they are required to participate in a comprehensive orientation and training program. New employees have an opportunity to be trained for their respective positions in a consistent way. ATIP is a focus of the training and includes roles and responsibilities from an ATIP perspective, including but not limited to: what is personal information; privacy breaches; what to document; role in retrievals related to ATIP requests; and, collection, use and disclosure principles.

Privacy Impact Assessment Training
10 Participants in 1 Session

ATIP hosted privacy impact assessment (PIA) training to program subject matter experts who are involved in the writing of PIAs. The training included an overview of the *Privacy Act* Legislation, the Treasury Board Secretariat Directive on PIAs, as well as a review of the CORE template and risk identification process.

Effective Information Management
396 Participants in 40 Sessions

Effective Information Management sessions included training on how to manage information, the use of GCDOCS, and the value of good information management, including ease of access to information and privacy retrievals.

Office of the Veterans Ombudsman (OVO) – specific training

OVO staff took part in Departmental ATIP training, and the OVO delivered ATIP Refresher training to 11 staff members.

9. Policies, Guidelines, Procedures and Initiatives

The Government of Canada has committed to becoming more open, transparent, inclusive, and accessible. The May 2016 *Interim Directive on the Administration of the Access to Information Act* waived all fees other than the application fee for requests made under the *Access to Information Act*. Through initiatives like Open Government, VAC continued to proactively publish data in 2017-2018, making more departmental information available in the public forum (e.g., the open.canada.ca website).

Throughout 2017-2018, the VAC ATIP Office continued to enhance and monitor reporting in relation to access to information requests to ensure retrievals were received on a timely basis to facilitate improved processing times. Additionally, the Office continued to monitor and adjust access to information processes to improve service during 2017-2018. These efforts resulted in a 15% improvement in completion time of formal access requests for VAC over the previous fiscal year. This is significant given that the VAC ATIP Office completed an additional 350 informal requests in 2017-2018. This represents a 119% improvement or 190 more requests than in 2016-2017.

The OVO developed an Open Government action plan and will continue work in this area to transition and include new information on the Open Government portal during 2018-2019. The OVO also maintained and monitored current Access to Information policies, guidelines, and procedures during the 2017-2018 reporting period.

10. Summary of Key Issues and Actions Taken on Complaints or Audits

I Complaints

In 2017-2018, VAC received five complaints in relation to Access to Information requests. Two complaints were related to delay, and three were related to the application of exemptions. Five complaints were carried forward from 2016-2017, resulting in a total of 10 complaints requiring action during 2017-2018.

VAC made representations to the Office of the Information Commissioner on two of the 10 active complaints, one of which was pursuant to Section 35 of the *Act*. Rulings were made by the Office of the Information Commissioner on five complaints: Two were deemed well founded and resolved; two were discontinued, and one was deemed not well founded. VAC awaits findings on the remaining five complaints which were carried forward to 2018-2019.

In the 2017-2018 reporting period, OVO received no complaints in relation to Access to Information requests. No complaints were carried over from 2016-2017 and no complaints were carried forward to 2018-2019 for the OVO.

There were no appeals to the courts for VAC or the OVO during this reporting period.

II Audits

During 2017-2018, the VAC Audit and Evaluation Division completed an audit of VAC's ATIP request processing practices between April 1, 2016 and March 31, 2017. The objectives of the audit were to:

> (1) Assess the adequacy and effectiveness of policies, practices, and management controls to support departmental compliance with legislation regarding the processing of access to information and privacy requests; and,
> (2) Confirm turnaround times and identify opportunities to improve efficiency of the processing of access to information and privacy requests.

The results of the audit of *Audit of Access to Information and Privacy Requests Processing* (March 2018) ATIP request processing were "generally acceptable." It was recognized that VAC has made significant improvements related to the completion of requests within the legislated 30-day timeframe. In response to audit recommendations, the VAC ATIP Office offered customized ATIP awareness training, as well as general training and tools, to approximately 1,977 employees and contract staff in 2017-2018. The VAC ATIP office also continues to improve data analysis in support of improved performance. The *Audit of Access to Information and Privacy Requests Processing March 2018* can be viewed on the VAC website at the

following link: http://www.veterans.gc.ca/eng/about-us/reports/departmental-audit-evaluation/2018-audit-atip-requests-processing

11. Monitoring Compliance

I Veterans Affairs Canada

There is a robust case monitoring system in place. Using reports produced by the case management software tool, the status of requests is reviewed by the ATIP Office to monitor deadlines, allocate resources, and report on the status of open requests. More specifically, monitoring is done as follows:

- Weekly and monthly statistical performance reports to monitor overall departmental performance provided to ATIP Liaison Officers; and Directorate, Divisional and senior management;
- Weekly operational meetings with staff to review work plans, establish priorities and reallocate resources as necessary;
- Enhanced case management using ATIP case management software, including weekly review and monitoring of the status of requests and consultation processes on access requests by the VAC ATIP Office Team Leaders, Managers and Director;
- New and enhanced processes and tools to balance improved completion times with quality;
- Working closely with program areas throughout the Department, and holding a number of awareness and training sessions to support program areas in completing timely and quality retrievals.

II Office of the Veterans Ombudsman

The OVO uses a tracking spreadsheet to monitor processing of requests for access to information on a weekly basis when requests are being processed. This tracking spreadsheet is maintained by the Information Management Coordinator. Any anticipated issues with processing are escalated to the Director, Corporate Services and Charlottetown Operations.

Annex 1: VAC and OVO Delegation Order – *Access to Information Act* and Access to Information Regulations

Delegation Order - *Access to Information Act* and *Access to Information Regulations*

The Minister of Veterans Affairs, pursuant to section 73 of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
4(2.1)	Responsibility of head of institution (duty to assist)	X	X	X	X	X
7(a)	Notice when access requested	X	X	X	X	X
7(b)	Giving access to the record	X	X	X	X	
8(1)	Transfer of request	X	X	X	X	X
9	Extension of time limits	X	X	X	X	X
11(2)(3)(4)(5)(6)	Additional Fees	X	X	X	X	X
11(6)	Waiver of refund	X	X	X	X	
12(2)(b)	Language of access	X	X	X	X	X
12(3)(b)	Access in an alternative format	X	X	X	X	X
13	Information obtained in confidence	X	X	X	X	

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
14	Federal-provincial affairs	X	X	X	X	
15	International affairs and defence	X	X	X	X	
16	Law enforcement and investigations	X	X	X	X	
17	Safety of individuals	X	X	X	X	
18	Economic interests of Canada	X	X	X	X	
18.1	Economic interest of certain government institutions	X	X	X	X	
19	Personal information	X	X	X	X	
20	Third party information	X	X	X	X	
21	Operations of Government	X	X	X	X	
22	Testing procedures, tests and audits	X	X	X	X	
22.1	Internal Audits	X	X	X	X	
23	Solicitor-client privilege	X	X	X	X	
24	Statutory prohibitions	X	X	X	X	
25	Severability	X	X	X	X	

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
26	Refusal of access where information is to be published	X	X	X	X	
27(1), (4)	Third party notification	X	X	X	X	
28(1)(b), (2), (4)	Third party notification	X	X	X	X	
29(1)	Notice of decision to disclose	X	X	X	X	
33	Notice to Information Commissioner of notices to third parties	X	X	X	X	
35(2)(b)	Right to make representations	X	X	X	X	
37(1)	Notice of actions to implement recommendations of Commissioner	X	X	X	X	
37(4)	Access to be given to complainant	X	X	X	X	
43(1)	Notice to third party of application to Federal Court for review	X	X	X		
44(2)	Notice to requester of application for review by third party	X	X	X	X	
52(2)(b), 52(3)	Special rules for hearings	X	X			

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
71(1)	Facilities for inspection of manuals	X	X	X	X	
72	Annual report to Parliament	X	X	X		

Access to Information Regulations **Provisions and associated descriptions**						
6(1)	Transfer of request	X	X	X	X	X
7(2)	Search and preparation fees	X	X	X	X	X
7(3)	Production and programming fees	X	X	X	X	X
8	Method of access	X	X	X	X	
8.1	Limitations in respect of format	X	X	X	X	

The following portion of the Delegation Order applies to records and information that are created, collected, maintained, used and disclosed by the Office of the Veterans Ombudsman.

Position	*Access to Information Act*	*Access to Information Regulations*
Veterans Ombudsman	Full delegation	Full delegation
Director General of Operation	Full delegation	Full delegation
Legal Advisor	Full delegation	Full delegation
Director of Corporate Services and Charlottetown Operations	Full delegation	Full delegation

Minister of Veterans Affairs

NOV 15 2017

Date

Annex 2: Statistical Report on the *Access to Information Act* (VAC and OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Veterans Affairs Canada / Office of the Veterans Ombud

Reporting period: 2017-04-01 to 2018-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	332
Outstanding from previous reporting period	54
Total	386
Closed during reporting period	363
Carried over to next reporting period	23

1.2 Sources of requests

Source	Number of Requests
Media	57
Academia	6
Business (private sector)	25
Organization	16
Public	187
Decline to Identify	41
Total	332

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	Than 365 Days	Total
46	53	208	39	0	3	1	350

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

TBS/SCT 350-63 (Rev. 2011/03)

Canada

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	Than 365 Days	Total
All disclosed	19	50	8	2	1	1	0	81
Disclosed in part	23	99	34	23	9	7	3	198
All exempted	1	2	0	0	0	1	0	4
All excluded	0	1	0	0	0	0	0	1
No records exist	21	14	1	0	0	0	0	36
Request transferred	9	1	0	0	0	0	0	10
Request abandoned	29	2	0	0	0	1	0	32
Neither confirmed nor denied	1	0	0	0	0	0	0	1
Total	103	169	43	25	10	10	3	363

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	4	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	3	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	31	18(d)	0	21(1)(a)	51
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	22
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	2
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	5
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	7
15(1)	0	16.1(1)(d)	0	19(1)	181	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	5	23	14
15(1) - Def.*	0	16.3	0	20(1)(b)	27	24(1)	11
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	2
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	25		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	4		
16(1)(a)(iii)	0	17	3				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

* I.A. : International Affairs Def. : Defence of Canada S.A. : Subversive Activities

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	21
68(b)	0	69(1)(a)	2	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	1
68.1	0	69(1)(c)	1	69(1)(g) re (d)	1
68.2(a)	0	69(1)(d)	1	69(1)(g) re (e)	9
68.2(b)	0	69(1)(e)	2	69(1)(g) re (f)	2
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	43	38	0
Disclosed in part	55	143	0
Total	98	181	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	6057	6001	81
Disclosed in part	108215	97492	198
All exempted	196	0	4
All excluded	4	0	1
Request abandoned	5320	5187	32
Neither confirmed nor denied	0	0	1

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	74	1216	4	588	2	1288	1	2909	0	0
Disclosed in part	91	2995	54	12146	20	10256	31	54508	2	17587
All exempted	3	0	1	0	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	30	0	0	0	0	0	2	5187	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	200	4211	59	12734	22	11544	34	62604	2	17587

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	2	0	0	0	2
Disclosed in part	32	0	0	0	32
All exempted	2	0	0	0	2
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	36	0	0	0	36

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
63	27	4	1	31

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	18	3	21
16 to 30 days	9	3	12
31 to 60 days	4	2	6
61 to 120 days	8	2	10
121 to 180 days	3	2	5
181 to 365 days	3	5	8
More than 365 days	0	1	1
Total	45	18	63

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1	1	0	0
Disclosed in part	15	13	12	1
All exempted	0	1	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	16	15	12	1

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	11	6	1	0
31 to 60 days	3	4	8	0
61 to 120 days	1	3	3	1
121 to 180 days	1	2	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	16	15	12	1

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	319	$1,595	10	$50
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	319	$1,595	10	$50

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting	31	910	0	0
Outstanding from the previous reporting period	3	18	0	0
Total	34	928	0	0
Closed during the reporting period	34	928	0	0
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

	Number of Days Required to Complete Consultation Requests							
Recommendation	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	11	11	2	0	0	0	0	24
Disclose in part	3	4	1	0	0	0	0	8
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	1	0	0	0	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	1
Total	14	17	3	0	0	0	0	34

5.3 Recommendations and completion time for consultations received from other organizations

	Number of Days Required to Complete Consultation Requests							
Recommendation	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	5	92	0	0	0	0	0	0	0	0
16 to 30	7	136	1	208	0	0	0	0	0	0
31 to 60	4	60	1	143	0	0	0	0	0	0
61 to 120	2	22	0	0	1	3	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	18	310	2	351	1	3	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
6	1	3	10

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		$579,610
Overtime		$0
Goods and Services		$30,548
• Professional services contracts	$0	
• Other	$30,548	
Total		**$610,158**

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	7.75
Part-time and casual employees	0.17
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.25
Total	8.17

Note: Enter values to two decimal places.

Annex 3: Statistical Report on the *Access to Information Act* (VAC)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Veterans Affairs Canada

Reporting period: 2017-04-01 to 2018-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	331
Outstanding from previous reporting period	54
Total	385
Closed during reporting period	362
Carried over to next reporting period	23

1.2 Sources of requests

Source	Number of Requests
Media	57
Academia	6
Business (private sector)	25
Organization	16
Public	186
Decline to Identify	41
Total	331

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	Than 365 Days	Total
46	53	208	39	0	3	1	350

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

TBS/SCT 350-63 (Rev. 2011/03)

Canada

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	Than 365 Days	Total
All disclosed	18	50	8	2	1	1	0	80
Disclosed in part	23	99	34	23	9	7	3	198
All exempted	1	2	0	0	0	1	0	4
All excluded	0	1	0	0	0	0	0	1
No records exist	21	14	1	0	0	0	0	36
Request transferred	9	1	0	0	0	0	0	10
Request abandoned	29	2	0	0	0	1	0	32
Neither confirmed nor denied	1	0	0	0	0	0	0	1
Total	102	169	43	25	10	10	3	362

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	4	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	3	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	31	18(d)	0	21(1)(a)	51
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	22
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	2
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	5
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	7
15(1)	0	16.1(1)(d)	0	19(1)	181	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	5	23	14
15(1) - Def.*	0	16.3	0	20(1)(b)	27	24(1)	11
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	2
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	25		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	4		
16(1)(a)(iii)	0	17	3				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	21
68(b)	0	69(1)(a)	2	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	1
68.1	0	69(1)(c)	1	69(1)(g) re (d)	1
68.2(a)	0	69(1)(d)	1	69(1)(g) re (e)	9
68.2(b)	0	69(1)(e)	2	69(1)(g) re (f)	2
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	42	38	0
Disclosed in part	55	143	0
Total	97	181	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	6026	5970	80
Disclosed in part	108215	97492	198
All exempted	196	0	4
All excluded	4	0	1
Request abandoned	5320	5187	32
Neither confirmed nor denied	0	0	1

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	73	1185	4	588	2	1288	1	2909	0	0
Disclosed in part	91	2995	54	12146	20	10256	31	54508	2	17587
All exempted	3	0	1	0	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	30	0	0	0	0	0	2	5187	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	199	4180	59	12734	22	11544	34	62604	2	17587

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	2	0	0	0	2
Disclosed in part	32	0	0	0	32
All exempted	2	0	0	0	2
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	36	0	0	0	36

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
63	27	4	1	31

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	18	3	21
16 to 30 days	9	3	12
31 to 60 days	4	2	6
61 to 120 days	8	2	10
121 to 180 days	3	2	5
181 to 365 days	3	5	8
More than 365 days	0	1	1
Total	45	18	63

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1	1	0	0
Disclosed in part	15	13	12	1
All exempted	0	1	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	16	15	12	1

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	11	6	1	0
31 to 60 days	3	4	8	0
61 to 120 days	1	3	3	1
121 to 180 days	1	2	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	16	15	12	1

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	318	$1,590	10	$50
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	318	$1,590	10	$50

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting	29	849	0	0
Outstanding from the previous reporting period	3	18	0	0
Total	32	867	0	0
Closed during the reporting period	32	867	0	0
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	10	10	2	0	0	0	0	22
Disclose in part	3	4	1	0	0	0	0	8
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	1	0	0	0	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	1
Total	13	16	3	0	0	0	0	32

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	5	92	0	0	0	0	0	0	0	0
16 to 30	7	136	1	208	0	0	0	0	0	0
31 to 60	4	60	1	143	0	0	0	0	0	0
61 to 120	2	22	0	0	1	3	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	18	310	2	351	1	3	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
6	1	3	10

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		$578,461
Overtime		$0
Goods and Services		$30,533
• Professional services contracts	$0	
• Other	$30,533	
Total		**$608,994**

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	7.74
Part-time and casual employees	0.16
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.25
Total	8.15

Note: Enter values to two decimal places.

Annex 4: Statistical Report on the *Access to Information Act* (OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombudsman

Reporting period: 2017-04-01 to 2018-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	1
Outstanding from previous reporting period	0
Total	1
Closed during reporting period	1
Carried over to next reporting period	0

1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (private sector)	0
Organization	0
Public	1
Decline to Identify	0
Total	1

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
0	0	0	0	0	0	0	0

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	1	0	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	1

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	0	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	0	24(1)	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

*I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	1	0	0
Disclosed in part	0	0	0
Total	1	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	31	31	1
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	1	31	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	1	31	0	0	0	0	0	0	0	0

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	0	0	0	0	0

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	1	$5	0	$0
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	1	$5	0	$0

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	2	61	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	2	61	0	0
Closed during the reporting period	2	61	0	0
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

	Number of Days Required to Complete Consultation Requests							
Recommendation	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	1	1	0	0	0	0	0	2
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	1	1	0	0	0	0	0	2

5.3 Recommendations and completion time for consultations received from other organizations

	Number of Days Required to Complete Consultation Requests							
Recommendation	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
0	0	0	0

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		$1,149
Overtime		$0
Goods and Services		$15
• Professional services contracts	$0	
• Other	$15	
Total		**$1,164**

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.01
Part-time and casual employees	0.01
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	0.02

Note: Enter values to two decimal places.

Annex 5: Five-Year Statistical Analysis (VAC and OVO)

	2013–2014	2014–2015	2015-2016	2016-2017	2017–2018	Variance 2017-2018 and 2016-2017
Requests received	100	344	262	380	332	-13%
Requests carried forward from prior year	108	66	77	49	54	+10%
Total requests requiring action	208	410	339	429	386	-10%
Completed requests	142	332	291	375	363	-3%
Requests carried forward to next year	66	78	48	54	23	-57%
Completed in 30 days or less	59	173	132	224	272	+21%
Pages released	32,139	65,843	77,225	94,375	108,680	+15%
***ATIA* – Total costs of administration**	$726,219	$802,577	$602,485[5]	$568,035	$610,158	+7%
FTEs	10.91	10.48	6.96	8.43	8.17	-3%
Informal requests	77	214	106	160	350	+119%
Complaints received	6	5	1	4	5	+25%

[5] Total operating cost for 2015-2016 has been adjusted to reflect amount reported in 2015-2016 Statistical Report.

Annex 6: Definitions of Dispositions

These definitions provide a brief explanation of the status of a completed request.

All disclosed:

All the records relevant to the request were disclosed to the applicant (i.e., without the application of any exemptions or exclusions).

All exempted:

No information was disclosed because all of the information requested qualified for exemption. For example, exemptions may be applied to personal information or information related to advice or recommendations developed by or for a government institution.

All excluded:

No information was disclosed because all of the information requested qualified for exclusion. Excluded information would include publicly available information or Confidences of the Queen's Privy Council. The *Access to Information Act* does not apply to published material or material available for purchase by the public.

Disclosed in part:

Only a portion of the information requested was disclosed because the remainder was exempt and/or excluded. For example, exemptions may be applied to personal information or information related to advice or recommendations developed by or for a government institution. Excluded information would include publicly available information or Confidences of the Queen's Privy Council. Excluded information is addressed in sections 68 and 69 of the *Access to Information Act*. The *Access to Information Act* does not apply to published material or material available for purchase by the public.

Does not exist:

The request provided sufficient information to identify the specific information sought but no relevant records were found.

Neither confirmed nor denied:

The Department could neither confirm nor deny the existence of any records pertaining to the request

Request abandoned:

The request was abandoned either by the requester, or following a lack of response from the requester to a clarification letter.

Request transferred:

The request was transferred to another government department that was better suited to respond to the request.